

Qualification Support Team: Retail Management Action Grid for first meeting — Thursday, 17 November 2005

The table shown below details the discussions that took place at the First Qualifications Support Team Meeting for HN Retail Management. Target dates and actionees are detailed also. Text that appears in purple highlights actions which have been completed since the meeting took place.

REF	AGENDA/MINUTE TITLE	NOTES OF DISCUSSION/ACTION AGREED	ACTIONEES	TARGET DATE
1/1	Welcome and Apologies	Members of the group were welcomed by Christine Keenan.		
1/2	Remit of Group and Membership	<p>Members noted the remit of the QST and it was agreed that action notes would be approved by the group Chair before they were distributed to all members.</p> <p>Actioned</p> <p>There was some discussion at this point about uptake in each of the centres and it was noted that two centres present had seen a slight rise in candidate entries this session.</p> <p>It was noted that Liam Priest would carry out a telephone exercise to ascertain whether any FE centres were planning to run with the new course this year.</p> <p>There was some discussion about the HNC/D Supply Chain Management and members would be sent out information on the framework. An update was also given on the revised National Occupational Standards in Supply Chain and SQA's intent to go forward for accreditation of these.</p>	<p>LP</p> <p>LP</p>	<p>Completed</p> <p>Dec 2005</p>

		<p>It was noted that the QST remit covered HNC, HND and PDA qualification types and the design principles for PDAs would be looked at in greater detail at the next meeting. A copy of the design principles would be distributed to the QST and the scope for the design of smaller Retail related courses would be added to the next meeting's agenda. Design principles distributed.</p> <p>Members noted that the HN Unit Comment Form was available on the SQA's web-site and were encouraged to use this tool. LP would distribute a copy to the QST for information. HN Unit Comment Form distributed.</p>	LP	Completed
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1/3	HN Support Materials	<p>Members were updated on the support materials that were available to support the HN Retail Management framework (comprising assessment exemplars and student guides) and an updated resource list was distributed.</p> <p>Assessment exemplar materials and student guides can be accessed on the SQA's secure website via a centre's SQA coordinator but it was also noted that a CD-Rom containing the Student Guides, HN Unit Specifications and the Arrangements document would soon be made available to the QST.</p> <p>Members noted a strong interest in having assessment exemplars for the following HN Units:</p> <ul style="list-style-type: none"> • Principles and Practices of Selling • Marketing Research Theory • Marketing Practice: An Introduction • Marketing Research Applications <p>These Units are optional on the Retail framework and fall under the ownership of Marketing. It was noted that LP would investigate whether there were plans to create assessment exemplars for these Units, either as part of the HN modernisation project or as part of International developments. These</p>	LP	Jan 2006

		<p>developments will take place as part of the Marketing modernisation and will be developed in the first quarter of 2006.</p> <p>The existence of a contextualised version of the Unit <i>Creating a Culture of Customer Care</i> was clarified. The current context is in Travel and Tourism and members agreed that this could be more than readily adapted for a Retail market and therefore a Retail specific context would not be necessary.</p> <p>Members were asked to forward any recommendations and requests for secondary versions of support materials to Liam Priest.</p> <p>It was noted that the Assessment Exemplar for Stock Management made reference to merit in Outcome 1. This would be checked and actioned accordingly to have this removed. The original version has been temporarily pulled from the web and the changes (ie removal of any mention of merit pass) have been made accordingly. The revised version of the Assessment Exemplar will be available to access by the end of the year. The changes made were minimal removing a reference to merit within one of the Outcomes.</p> <p>Members were keen to know about the update on the Workplace Experience Unit and a copy of the final validated revision, now entitled Work Experience, would be distributed to the QST.</p>	<p>LP</p> <p>ALL</p> <p>LP</p> <p>LP</p>	<p>Completed</p> <p>Ongoing</p> <p>Nov 2005</p> <p>Completed</p>
1/4	Moderation Issues	<p>Prior moderation arrangements were discussed and it was clarified that whilst prior moderation was not compulsory centres are strongly advised to take advantage of this free service. LP would confirm the cut-off date for prior moderation. The cut off date is the 16th December 2005.</p> <p>Members noted that there would be 100% moderation on the graded units for the first year. It was agreed that the HN Retail would benefit from a combination of both Visiting and Central Moderation, with visiting moderation taking place In Spring followed up by a central moderation event sometime in June. This would be beneficial and would allow for standardisation of issues and procedures.</p>	<p>LP</p>	<p>Completed</p>

1/5	E-mail Communication	Members agreed that communication by e-mail as a group would be the best means of contact for the QST. An information sheet with contact numbers and e-mail addresses was distributed at the meeting but this was updated and would be re-sent to all members. Actioned.	LP	Completed
1/6	Graded Unit Feedback and Issues	<p>Members noted that exemplification of the marking for graded units would be created after the first year.</p> <p>There was agreement from those present that a bank of learning assessment materials would be useful. Members agreed that the size of the QST would allow this to be done on an informal basis and team members could share their individual assessments accordingly amongst the QST. This would be in addition to any formal versions of materials produced by the SQA.</p>	ALL	Ongoing
1/7	Credit Transfer Issues	<p>Although it was noted that most of the retail units had full credit transfer capability there was discussion regarding a case with the Retail Law unit which involved reverse credit transfer, where a candidate was looking for certification of the old Unit having carried out the assessment for the revised version.</p> <p>All QST members agreed to carry out an exercise with the Retail Law Unit looking at compatibility of the old version against the new version.</p> <p>LP would investigate whether there was any existing guidance on reverse credit transfer and would distribute both versions of the Unit along with any supporting guidance. Materials distributed to team members.</p> <p>Any agreed guidance could be inserted in the arrangements document.</p> <p>Members also noted that a revised HN Unit could not be added to an old style framework.</p>	ALL LP	ASAP Completed

1/8	Core Skills Entry and Exit Profile	<p>Members agreed that the entry and exit profile for the HNC would be exactly the same as that set for the HND. This is noted below for information:</p> <table border="1" data-bbox="689 368 1675 571"> <thead> <tr> <th>Core Skill</th> <th>Entry SCQF Level</th> <th>Exit SCQF Level</th> </tr> </thead> <tbody> <tr> <td>Communication</td> <td>5</td> <td>6</td> </tr> <tr> <td>Working with Others</td> <td>4</td> <td>5</td> </tr> <tr> <td>Problem Solving</td> <td>5</td> <td>6</td> </tr> <tr> <td>IT</td> <td>4</td> <td>5</td> </tr> <tr> <td>Numeracy</td> <td>4</td> <td>5</td> </tr> </tbody> </table> <p>This would be inserted in the Arrangements document.</p>	Core Skill	Entry SCQF Level	Exit SCQF Level	Communication	5	6	Working with Others	4	5	Problem Solving	5	6	IT	4	5	Numeracy	4	5	LP	Dec 2005
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1/9	Framework and Unit Specifications/Exemplars Issues	<p>An update was given regarding the inclusion on all HN frameworks of the following Units:</p> <ul style="list-style-type: none"> • Personal Development Planning • Work Role Effectiveness • ESOL (Workplace Communication in English) <p>These Units would appear in the optional section of the Retail Management framework and their inclusion in the framework had been formally agreed by the Validation Panel Chair.</p>																				
1/10	Promotion of Awards	<p>A generic paper on the promotion of SQA awards was distributed to team members who were asked to feedback their thoughts in a Retail specific context. All comments should be passed to LP.</p>	ALL	Ongoing																		

1/11	Arrangements Document	<p>Members noted that any changes to the Retail Management framework would be updated accordingly within the arrangements document. Any notification of major changes to an HN Unit should be made no later than March.</p> <p>Minor changes to an HN Unit could be actioned without the Unit number changing and would be subject to version control.</p> <p>CK informed members that a prescriptive shell for Arrangements Documents could be introduced by the HN Product team but there was no further information to be given at this stage.</p>		
1/12	Any Other Business	<p>CK updated the team on Sector Skills Council activity and confirmed that the revised National Occupational Standards for Retail had now been approved by the UKCG. Skillsmart Retail were now forging ahead with the project to finalise the SVQ frameworks and Units and were also involved in an exercise looking at the credit rating and Unit leveling for the SVQs in Retail.</p> <p>Skillsmart Retail has also been commissioned to carry out some scoping work for Skills for Work Courses in a Retail context.</p> <p>Members noted that the Higher NQ course in Retail and Distribution would be removed from the SQA catalogue as of August 2006 due to nil uptake since its inception. The component Units would however remain in the catalogue.</p>		
1/13	Date of Next Meeting	Thursday, 27 April 2006. Actioned.	LP	Nov 2005